

From: Samuel J. Wellborn <swellborn@robinsongray.com>
Sent: Monday, February 17, 2020, 11:48 AM
To: Boyd, Jocelyn
Cc: 'Knowles, Alex'; 'Huber, Christopher'; Andrew Bateman (abateman@ors.sc.gov); 'Dover, Becky'; Grube-Lybarker, Carri; Brown, Katie; Smith, Heather Shirley
Subject: DEP Fuel Bill Insert, DN 2020-1-E

Dear Jocelyn,

Pursuant to the December 9, 2019 correspondence from the Clerk's Office, Duke Energy Progress, LLC ("DEP" or the "Company") began furnishing customers with a copy of the Revised Notice of Hearing and Prefile Testimony of the Annual Review of Base Rates for Fuel Costs of DEP Deadlines (the "Notice") via bill inserts on January 16, 2020, with the final bill inserts scheduled to be delivered on February 17, 2020. The December 9 letter directs that DEP shall provide the Notice to customers by March 2, "by U.S. Mail via bill inserts or by electronic mail to customers who have agreed to receive notice by electronic mail."

On February 13, 2020, DEP learned that an insufficient number of bill inserts were printed, and customers whose bills were mailed on February 13 and February 14, 2020 did not receive the bill insert. Approximately 7600 customers were affected. The vast majority of DEP's South Carolina customers—approximately 101,320—did receive the bill insert. In order to remedy this issue, the Company has determined it can issue a separate mailing, which will reach those 7600 affected customers by the deadline of March 2, 2020. Alternatively, because bills are issued on a monthly cycle, the affected customers would not receive the bill insert until March 16. Through this correspondence, the Company would like to request permission to issue the Notice via a separate mailing to the 7600 affected customers so that those customers receive the Notice prior to March 2.

Thank you for consideration of this request. By copy of this email, I am notifying counsel for the Office of Regulatory Staff and the Consumer Advocate.

Kind regards,
Sam



SAMUEL J. WELLBORN ASSOCIATE
